Audio Conference Phone Number(s): 866.740.1260
Access Code: 4364856
You will be placed on music hold until Ann Lundberg starts the audio conference.

Technical Support:
For technical support in joining a ReadyTalk conference:
International: 303.209.1600
U.S. and Canada: 800.843.9166
http://support.readytalk.com
NCB: the year ahead

November 28, 2012
NCB staff
Ann Lundberg
Beth Scudder
Carol White
Ann Lundberg
Beth Scudder
Carol White

NCB staff

Carol-post retirement
Raise your hand if you still feel like this...

...from Thanksgiving!
NCB Goals & Objectives for FY13-15

Survivor of Torture programs:

1. Provide effective services
   - Use data for program improvement
   - Use effective practices & treatments

2. Measure & report client data effectively
   - Appropriate outcomes, indicators, measures & methods
   - Data collection processes produce complete, accurate & useful client information

3. Provide more & unduplicative services
   - Identify, recruit & train appropriate community providers
   - Community providers create & exchange client data w/ SOT programs
4. Are more financially sustainable

- Strategic fundraising plans for SOT programs at highest level possible
- Development staff trained in multiple fundraising types

5. Have accessible knowledge pertaining to their work

- More research on Tx interventions with torture survivors
- A national Community of Practice exists among SOT professionals
Access to analyzed information from the T.A. provider on direct service outputs, trends and impacts.

Meaningful information for government stakeholders.

Useful outputs & impact measures from the field.
Activities & Topics for FY13 so far

“Fundamentals” course for new staff
- First course starts Jan. 7 (30 hours, online)
- Second course starts Apr. 22
- No cost to attend, <20 participants per course

Webinar series on individual donor fundraising
- Starts in May
- Series of 4-5
- No cost to attend

CQI and change management skills for program improvement
- Summer institute June 25-27 Location TBD
- NCB subsidizes 60% of cost for 1 staff member/SOT program
Changes to NCB due to budget cuts

- 1 annual training institute
- Subgrant program discontinued
- More online & contract consultants for T.A.
Activities & Topics, continued

Monthly webinars
- Dec. 19th: Strengthening case management: narrative concepts, Joan Hodges
- Customer survey in January helps select future topics

Mandatory ORR meeting for grantees
- Feb. 14th, Washington, DC
- Expectations of grantees, discussion of data fields & next stages of reporting

NCB Advisory Group
- Four-five conference calls per year
- Input on NCB topics and methods
- Invitation goes out today!
Welcome to new ORR grantees!

- IIConn Torture Survivors Program, Bridgeport
- Survivors of Torture Recovery Center (STRC), Louisville
- Nationalities Service Center, Philadelphia
- Survivors International/UCSF, San Francisco
- Northwest Health and Human Rights, SeaTac
IICONN’s TSP takes an interdisciplinary, client-focused approach using skilled, compassionate wrap-around services to assist torture survivors and their families to regain their independence, health, and productive lives in Connecticut. We will use a trauma-informed empowerment model with a strong social service component working collaboratively with survivors of torture and their families to help them reach their personal goals.

Guiding service philosophy is that to improve the lives of torture survivors by building communities where survivors may heal and become self-supporting.

The clients we expect to serve will be refugees & asylum seekers.

Our Victim Services department has been providing legal immigration services to this population and then referrals for other services. This funding will allow us enhance our current work.

Services include legal, medical, psychological, social/case management, job training and placement, referral for other services as needed.
THE SURVIVORS OF TORTURE RECOVERY CENTER (STRC)

City, State: Louisville, Kentucky
Agency: Kent School of Social Work, University of Louisville
Partner Agencies: Kentucky Office of Refugees (KOR), Kentucky Refugee Ministries
Primary Contact: Bibhuti K. Sar, PhD
Email: b.k.sar@louisville.edu
Phone: 502-852-3932

Setting: Metro Louisville/Jefferson County, Kentucky is the 26th largest metropolitan area in the U.S. and has over one million inhabitants. Refugees have resettled in Metro Louisville and the rest of Kentucky from over 50 different countries.

Target Population: Newly arrived and settled refugees with past history of torture

Focus of this new project:
1) Strengthening local infrastructure and services for torture survivors,
2) Educating individuals within the refugee and non-refugee community in order to identify and increase the pool of torture survivors who could benefit from services offered through the proposed services,
3) Conducting training and education of professionals- health, mental health, social services, and legal-- to increase their knowledge and expertise
4) Providing comprehensive torture survivor centered services.
5) Process and outcome evaluation, and disseminating lessons learned from the project to the wider service and research community.
NSC, founded in 1921, is a multi-service agency serving over 4000 vulnerable immigrants each year. In the provision of services, we focus on developing local partnerships to enhance service delivery.
The University of California, San Francisco and the San Francisco General Hospital’s Trauma Recovery Center created the Survivors International program in January 2012 to serve the asylum-seeking, asylee and refugee populations in San Francisco with trauma-focused services. As of October 2012, the Survivors International program is funded through the Office of Refugee Resettlement to identify survivors of torture in the primary care setting, and to provide multidisciplinary treatment to torture survivors as they strive to heal from trauma and integrate into the San Francisco community.

We provide clients with trauma-focused psychotherapy, asylum documentation, wrap-around case management services and community integration support. Our program uses a multidisciplinary, team-based approach to clinical and social service provision.

Survivors International leverages the institutional connections in the San Francisco community build over the 20-years of torture rehabilitation services of the former organization, together with the clinical, fiscal and programmatic excellence for which the University of California, San Francisco and San Francisco General Hospital are renowned.

San Francisco, CA
UCSF – SFGH
Trauma Recovery Center

Primary contact:
Cecilia Lipp
cecilia.lipp@ucsf.edu
415 437 3000
NWHHR is a partnership between Northwest Immigrant Rights Project, Harborview Medical Center, and Lutheran Community Services Northwest designed to address the intersecting legal, medical and mental health needs of torture survivors. Survivors can utilize each service independently or in combination with each other.

Contact Information:
Beth Farmer
Lutheran Community Services Northwest
4040 S 188th Street, Suite #200
SeaTac, WA 98188
206-816-3252 / bfarmer@lcsnw.org
intErmission
ORR expectations and contacts

- Jewel Roberts, SOT program manager, Jewel.Roberts@acf.hhs.gov, (202) 205-9557
- Office of Grants Management, director, Daphne Weeden, daphne.weeden@acf.hhs.gov, (202) 401-4577 (OGM contact depends on state)
- Reporting requirements: Semi-annual, within 30 days of March 31st and Sept. 29th

Technical assistance providers for SOT programs

- National Partnership for Community Training, GCFCS
- National Capacity-building Project, CVT
NCB technical assistance approach

- Needs Assessment
- Evaluation
- Training
- Community of Practice
- Technical Assistance
Needs assessment

Annual self-assessment
- Organizational capacities
- The “Matrix” (www.healtorture.org/content/national-capacity-building-project)

Survey Monkey needs and interests surveys
- Institute topics
- Webinar topics

NCB Advisory Group
- Email requests
- Listserv conversations
Training

“Fundamentals” course for new staff
- Blended learning format
- Multi-disciplinary, direct service oriented

Annual training institute
2.5 days
1 per program subsidized 60%

Monthly webinars
- 1 hour, no cost
- Archived on www.HealTorture.org
Technical assistance

NCB website

- Webinars, videos, online curricula, documents
- Take a quick tour

Data collection, program evaluation & reporting

- On the website
- Individual consults

Information and referral

- New program profile database
- Looking for something specific?
Community of practice:
A group of people who share the same craft or profession (Etienne Wenger)
Evaluation

After institutes and webinars

Usefulness
Follow up surveys on use & dissemination

Volunteered by participants

At milestones in project period
Any more questions?

JOIN the LISTSERV at
www.HealTorture.org